# Cisco Unified IP Phone 8961

## Product Overview

The Cisco® Unified IP Phone 8961 is an advanced professional media endpoint that delivers an enhanced user experience with an easy-to-use and eco-friendly ergonomic design. Highlights of the portfolio include introduction of higher-resolution (VGA) color displays, a USB port, Gigabit Ethernet connectivity, and High-definition (HD) voice support, enabling a more productive user experience for multimedia application engagement. Application support includes XML applications. The Cisco Unified IP Phone 8961 is an ideal solution for knowledge professionals, administrative managers, and executives.

## Features and Benefits

Table 1 lists the features and benefits of the Cisco Unified IP Phone 8961.

**Table 1.** Features and Benefits

| Feature | Benefits |
|---|---|
| **Hardware** | |
| **Ergonomic Design** | Highly usable and intuitive arrangement of lines, features and calls. Transfer, Conference and Hold appear on hard keys to reduce the number of presented softkeys to a maximum of 4 per call state. |
| **Customization** | This model can be ordered as Arctic White or Charcoal Gray. Handsets are available internationally as slimline (5oz, 140g) or standard (6oz, 170g) and can be mixed and matched between users within the same work environment to enable a feeling of customization and ownership among the users. |
| **Display** | VGA presentation for calling and applications. 5-inch (10 cm) graphical TFT color display, 24-bit color depth, 640 x 480 effective pixel resolutions, with backlight. Display also supports localization requiring double-byte Unicode encoding for fonts. |
| **Ethernet** | Internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a collocated PC. System administrator can designate separate VLANs (802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic. |
| **USB** | 2 USB ports accelerate the usability of call handling and applications by enabling wired and wireless headsets. |
| **5 lines expanding to 41 with 1 Key Expansion Module** | The convenience of many speed dials or programmable features, or the necessity of following the activity of many lines. Up to 200 calls supported per device. |
| **Buttons** | 5 feature/call session buttons with state indicating LEDs<br>Applications, Directories, Voicemail<br>Conference, Transfer, Hold<br>Volume Up/Down<br>Back-lit Mute, Speakerphone, Headset<br>Back, End Call, 5-Way Navigation Pad<br>Arabic keypad (only available through unique SKUs. See table 5 for more details) |
| **Accessories** | |
| **Key Expansion Module** | Available separately, enables advanced use of lines, speed dials and features. |
| **Headset Support** | Analog RJ-9 and USB wired and wireless headsets are supported. |

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| Feature | Benefits |
|---|---|
| **Firmware** | |
| **New user experience** | Advanced organization of lines, speed dials and programmable features separate from call appearances. Great for those who make few calls per day, better for those who handle dozens of calls per hour. |
| **SIP Signaling** | SIP interoperation with the call control and partner applications enables a rich unified communications solution. |
| **Application Support** | XML applications provided by Cisco's application development partners or customers' own development staff. |

## Unified Communications Manager Support

- Cisco Unified Communications Manager version 7.1(3a)SU1 or later.
  - Some features require more recent version of UC Manager and Dev Pack support. Please check the release notes for more information.
- Survivable Remote Site Telephony (SRST) version 4.3 or later.
- CME 8.6 or later

## Licensing

Phone licensing is dependent on the call control platform and its policies. For the Cisco Unified Communications Manager, the 89 requires 4 Device License Units (DLUs) or an Enhanced IP User Connect License for UCM release 7.1(5) or later. There are no special license plus phone bundles for Tier II distributors. The 8961 is not supported on non-Cisco third party call control systems.

## Product Specifications

**Table 2.** Product Specifications

| | |
|---|---|
| **Protocols** | SIP for signaling<br>H.264 for video |
| **Connectivity** | 10/100/1000 wired Ethernet network port plus switched PC port |
| **Options** | Arctic White or Charcoal Gray color<br>Slimline (5oz, 140g) or Standard (6oz, 170g) handset |
| **Language support** | Arabic, Bulgarian, Catalan, Chinese (People's Republic of China), Chinese (Hong Kong), Chinese (Taiwan), Croatian, Czech, Danish, Dutch, English - plus localized prompts for the UK, Estonian, French, Finnish, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Portugal), Portuguese (Brazil), Romanian, Russian, Spanish (Spain), Slovak, Swedish, Serbian (Republic of Serbia), Serbian (Republic of Montenegro), Slovenian, Thai, Turkish |
| **Physical dimensions (HxWxD)** | 9.2" (23.4 cm) x 10.33"(26.25 cm) x 1.56"(3.97 cm)<br>In slab mode with the footstand removed. |
| **Power** | IEEE Power over Ethernet 802.3af and 802.3at supported, class 4. The 8961 is compatible with both class 3 and class 4 IEEE PoE switch blades and supports both Cisco Discovery Protocol (CDP) and Link Layer Discovery Protocol - Power over Ethernet (LLDP-PoE) |
| **Operational Temperature** | 32 to 104°F (0 ~ 40°C) |
| **Relative Humidity** | 10 to 95% (noncondensing) |
| **Storage Temperature** | 14 to 140°F (-10 to 60°C) |
| **Quantity Shipped per Pallate** | 320 units |

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| SKU | Description | Weight: Hardware lb (kg) | Weight: Single Carton lb (kg) | Weight: Master Pack of 8 Cartons lb (kg) |
|---|---|---|---|---|
| **CP-8961-C-K9=** | Cisco Unified IP Endpoint 8961, Charcoal, Standard Handset | 3.43(1.558) | 4.34(1.970) | 36.46(16.540) |
| **CP-8961-CL-K9=** | Cisco Unified IP Endpoint 8961, Charcoal, Slimline Handset | 3.37(1.527) | 4.30(1.951) | 36.13(16.389) |
| **CP-8961-W-K9=** | Cisco Unified IP Endpoint 8961, Arctic White, Standard Handset | 3.57(1.620) | 4.57(2.074) | 38.29(17.370) |
| **CP-8961-WL-K9=** | Cisco Unified IP Endpoint 8961, Arctic White, Slimline Handset | 3.50(1.589) | 4.50(2.040) | 37.70(17.100) |
| **CP-8961-C-A-K9=** | Cisco UC Phone 8961, Arabic keypad, Charcoal, Std HS | 3.43(1.558) | 4.34(1.970) | 36.46(16.540) |
| **CP-8961-W-A-K9=** | Cisco UC Phone 8961, Arabic keypad, Arctic White, Std HS | 3.57(1.620) | 4.57(2.074) | 38.29(17.370) |
| **CP-89/9900-HS-C=** | Spare Handset for 8900 or 9900 Series, Charcoal, Standard | 0.39(0.177) | - | - |
| **CP-89/9900-HS-CL=** | Spare Handset for 8900 or 9900 Series, Charcoal, Slimline | 0.32(0.146) | - | - |
| **CP-89/9900-HS-W=** | Spare Handset for 8900 or 9900 Series, Arctic White, Standard | 0.41(0.187) | - | - |
| **CP-89/9900-HS-WL=** | Spare Handset for 8900 or 9900 Series, Arctic White, Slimline | 0.34(0.156) | - | - |

**Table 3.** Calling Features

| Feature | Specifications |
|---|---|
| **Calling Feature Support** | • + Dialing<br>• Abbreviated dialing<br>• Adjustable ringing and volume levels<br>• Adjustable display brightness<br>• Agent Greeting/Whisper Coaching<br>• Application Launch Pad<br>• Auto-answer<br>• Auto-detection of headset<br>• Barge<br>• Callback<br>• Call forward<br>• Call forward notification<br>• Call history lists<br>• Call park<br>• Call pickup<br>• Call timer<br>• Call waiting<br>• Caller ID<br>• Corporate directory<br>• Conference<br>• Direct transfer<br>• Extension mobility service<br>• Fast-dial service<br>• Forced access codes/Client matter codes |

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| Feature | Specifications |
| --- | --- |
| | • Group call pickup<br>• Hold<br>• Intercom<br>• Immediate divert<br>• Join<br>• Last-number redial<br>• Malicious-caller ID<br>• Message-waiting indicator<br>• Meet-me conference<br>• Music on hold<br>• Mute<br>• Network profiles (automatic)<br>• On- and off-network distinctive ringing<br>• OPickUp<br>• Personal directory<br>• Predialing before sending<br>• Privacy<br>• Redial<br>• Ring tone per line appearance<br>• Service URL<br>• Shared line<br>• Time and date display<br>• Transfer<br>• Visual Voice Mail<br>• Voice Mail |
| **Audio Codec Support** | G.711a, G.711u, G.729a, G.729ab, G.722, iSAC and iLBC audio compression codecs. |
| **Configuration Options** | • Dynamic Host Configuration Protocol (DHCP) client or static configuration<br>• Support for online firmware upgrades using Trivial File Transfer Protocol (TFTP)<br>• Domain Name System (DNS)<br>• HTTP Firmware Management |
| **Network Features** | • Cisco Discovery Protocol (CDP)<br>• Link Layer Discovery Protocol Power over Ethernet (LLDP-PoE)<br>• Transparent secure roaming<br>• Provisioning of network parameters through DHCP<br>• Switch Auto-Negotiation<br>• VPN Client |
| **Security Features** | • Certificates<br>• Image authentication<br>• Device authentication<br>• File authentication<br>• Signaling authentication<br>• Media encryption using Secure Real-Time Protocol (SRTP)<br>• Signaling encryption using Transport Layer Security (TLS) Protocol<br>• Certificate authority proxy function (CAPF)<br>• Secure profiles<br>• Encrypted configuration files |
| **Provisioning and Manufacturing** | • Cisco Unified Communications Manager Express Version Negotiation<br>• Web server for configuration and statistics<br>• QoS reporting: jitter, delay, dropped packets, and latency on a per-call basis<br>• Real Time Control Protocol (RTCP) support and monitoring<br>• Syslog |

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## Ordering Information

To place an order, visit the Cisco Ordering Home Page. To download software, visit the Cisco Software Center.

**Table 4.** Ordering Information

| Product Name | Part Number |
|---|---|
| **Cisco Unified IP Phone 8961, Charcoal, Standard Handset, Spare** | CP-8961-C-K9= |
| **Cisco Unified IP Phone 8961, Charcoal, Slimline Handset, Spare** | CP-8961-CL-K9= |
| **Cisco Unified IP Phone 8961, White, Standard Handset, Spare** | CP-8961-W-K9= |
| **Cisco Unified IP Phone 8961, White, Slimline Handset, Spare** | CP-8961-WL-K9= |
| **Cisco UC Phone 8961, Arabic keypad, Charcoal, Std HS** | CP-8961-C-A-K9= |
| **Cisco UC Phone 8961, Arabic keypad, Arctic White, Std HS** | CP-8961-W-A-K9= |

**Table 5.** Spare Parts

| | |
|---|---|
| **Spare Handset for 8900 or 9900 Series, White, Slimline** | CP-89/9900-HS-WL= |
| **Spare Handset for 8900 or 9900 Series, White, Standard** | CP-89/9900-HS-W= |
| **Spare Handset for 8900 or 9900 Series, Charcoal, Slimline** | CP-89/9900-HS-CL= |
| **Spare Handset for 8900 or 9900 Series, Charcoal, Standard** | CP-89/9900-HS-C= |
| **Spare Handset Cord, White** | CP-HS-CORD-W= |
| **Spare Handset Cord, Charcoal** | CP-HS-CORD-C= |
| **Spare footstand for 8900 or 9900 Series, White** | CP-89/9900-FS-W= |
| **Spare footstand for 8900 or 9900 Series, Charcoal** | CP-89/9900-FS-C= |

**Table 6.** Accessories

Accessories include the Key Expansion Modules and Locking Wall Mount Kits. For more information about the Key Expansion Module, go to:

- Cisco Unified IP Color Key Expansion Module

| | |
|---|---|
| **Cisco Unified IP Color Key Expansion Module, Charcoal** | CP-CKEM-C= |
| **Cisco Unified IP Color Key Expansion Module, White** | CP-CKEM-W= |
| **Locking Wallmount Kit for 8900 or 9900 Series, Charcoal** | CP-89/9900-LWMK-C= |
| **Locking Wallmount Kit for 8900 or 9900 Series, Arctic White** | CP-89/9900-LWMK-W= |
| **Locking Wallmount Kit for 8900 or 9900 Series and KEM, Charcoal** | CP-89/9900-LK-K-C= |
| **Locking Wallmount Kit for 8900 or 9900 Series and KEM, Arctic White** | CP-89/9900-LK-K-W= |

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**Table 7.** Local Power Options: Cube and Regional Cords

The power cube is new for the 8900 and 9900 Series IP Phones, but the cords are the same cords as used with the 7900 series. Power Cube 4 supports up to 44W and is internationally rated for different power grids worldwide.

| Product Name | Part Number |
|---|---|
| **Cisco Unified IP Endpoint Power Cube 4: 48V; 0.917A; 47-63Hz; 100-240V~0.8A** | CP-PWR-CUBE-4= |
| **Asia Pacific** | CP-PWR-CORD-AP= |
| **Argentina** | CP-PWR-CORD-AR= |
| **Australia** | CP-PWR-CORD-AU= |
| **European Community** | CP-PWR-CORD-CE= |
| **China** | CP-PWR-CORD-CN= |
| **Japan** | CP-PWR-CORD-JP= |
| **North America** | CP-PWR-CORD-NA= |
| **Switzerland** | CP-PWR-CORD-SW= |
| **United Kingdom** | CP-PWR-CORD-UK= |

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